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Tender

Guardian Service

North East London NHS Foundation Trust

F02: Contract notice

Notice identifier: 2022/S 000-029361

Procurement identifier (OCID): ocds-h6vhtk-0376cd

Published 18 October 2022, 5:23pm

Section I: Contracting authority

I.1) Name and addresses

North East London NHS Foundation Trust

CEME Centre - West Wing, Marsh Way

Essex

RM13 8GQ

Contact

NELFT Procurement

Email

Procurement@NELFT.nhs.uk

Telephone

+44 3005551201

Country

United Kingdom

Region code

UKI52 - Barking & Dagenham and Havering

Internet address(es)

Main address

<https://www.nelft.nhs.uk>

Buyer's address

<https://www.nelft.nhs.uk>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://health-family.force.com/s/Welcome>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://health-family.force.com/s/Welcome>

Tenders or requests to participate must be submitted to the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://health-family.force.com/s/Welcome>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Guardian Service

II.1.2) Main CPV code

- 85312300 - Guidance and counselling services

II.1.3) Type of contract

Services

II.1.4) Short description

BEH and C&I are looking a dedicated Guardian for both BEH and C&I. The appointees will take responsibility for all meetings and will in the first instance familiarise themselves with the relevant policies of the organisation, the agreed escalation process in the service level agreement, meet with all relevant personal in respect of the service and the escalation process.

II.1.5) Estimated total value

Value excluding VAT: £302,500

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85312310 - Guidance services
- 85312310 - Guidance services
- 85312300 - Guidance and counselling services

II.2.3) Place of performance

NUTS codes

- UKI - London

Main site or place of performance

Barnet Enfield and Haringey Mental Health Trust, St Ann's Hospital, St Ann's Road, London N15 3TH

II.2.4) Description of the procurement

BEH and C&I are looking a dedicated Guardian for both BEH and C&I. The appointees will take responsibility for all meetings and will in the first instance familiarise themselves with the relevant policies of the organisation, the agreed escalation process in the service level agreement, meet with all relevant personal in respect of the service and the escalation process.

Take up of the service determines the number of Guardians required and is reviewed constantly. Contact volumes are carefully monitored, and additional Guardians are made available as warranted.

Staff at BEH and C&I should be offered a number of initial contact options including Telephone, Email and in person.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £302,500

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

+1 year option for extension

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

1. 24/7 – 365 service availability
2. Adherence to the RAG system timelines
3. Provision of monthly reports within two weeks of month end
4. Completion of Executive, Non-Executive Lead meetings and Board reporting on agreed timelines
5. Monthly reports (cumulative) which indicate themes and trends
6. Annual report – with comprehensive detail on themes and trends as well as benchmarking with comparator trusts

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

17 November 2022

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

18 October 2022

Local time

9:00am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

Barnet Enfield and Haringey Mental Health Trust

CEME Centre - West Wing, Marsh Way

Essex

RM13 8GQ

Country

United Kingdom

Internet address

<https://www.beh-mht.nhs.uk/>